UNIVERSITY of the WESTERN CAPE

60 YEARS of hope, action & knowledge

PHUMELELA@UWC

Update: 2023

Presentation By Institutional Lead: Prof Su Pather

Siyaphumelela Convening Meeting
17 March 2023

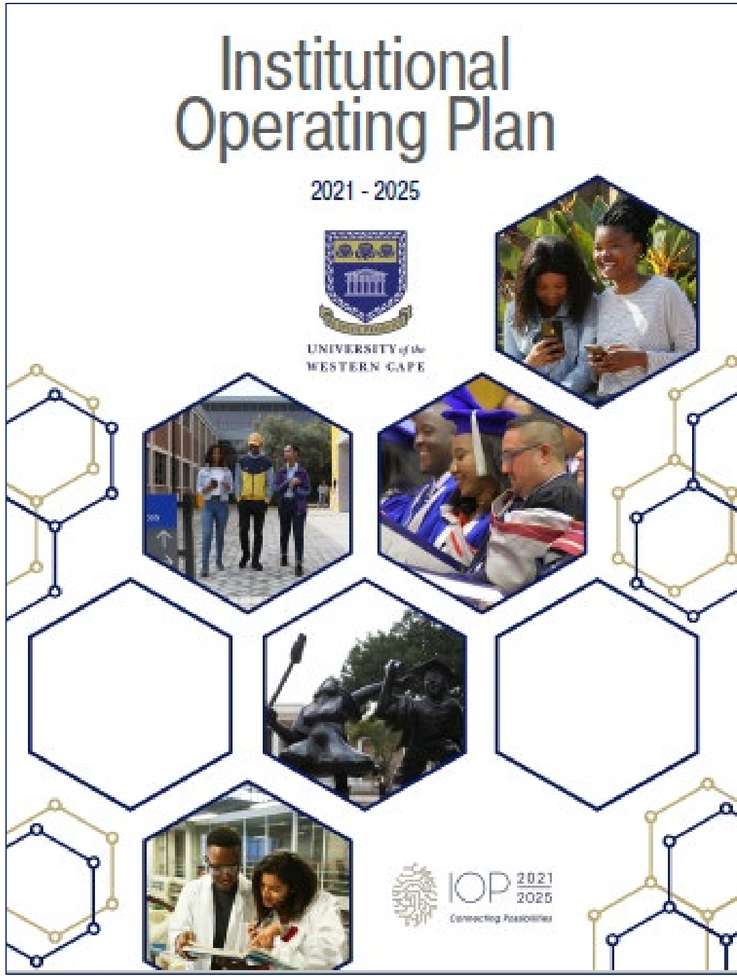
UWC Institutional Operating Plan

Goal Area 1: Student Experience

– To enrich the student experience through, amongst others, the building of “a supportive environment for all student that **addresses barriers to success**” and the provision of “**optimal support services**”.

Goal Area 2: Learning and Teaching

– To strengthen Learning and Teaching and aims to “develop an environment conducive to excellence in learning and teaching in **support of student success and retention**”.



Phumelela@UWC

Aims to enhance the **use of data analytics** in the development of evidence-driven student success initiatives. Furthermore, to invest in **resources to support targeted interventions** and approaches that have the potential to make a demonstrable difference.

Three sub-projects: Objectives Outlined in UWC's Proposal (2020 -2023)

1. Strengthen the university's business intelligence capacity and analytical capabilities.
2. Use learning analytics to enhance student support interventions (academic & Psycho-social).
3. Holistic support interventions for high-priority (at-risk) modules.

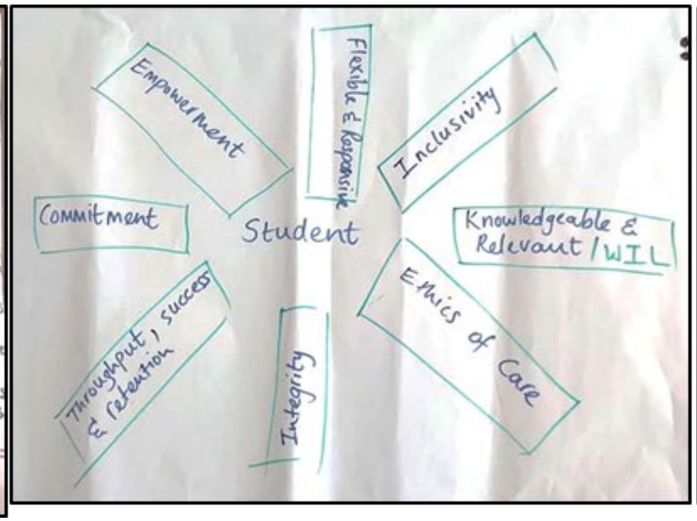
Phumelela@UWC: Institutional Projects

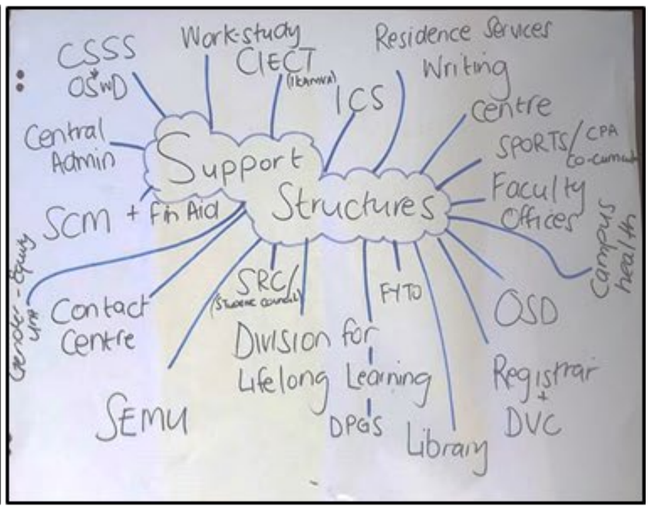
Review of Projects: Where are you? Where do you need to be? Learnings? Changes?

- Data Analytics Project
- High Priority Modules
- Mental Health & Wellbeing
- First Year Experience
- First Year Transition
- Senior Year Experience (Make Your Mark)
- Academic Advising

ACADEMIC ADVISING

- Formalised Academic Advising – 35-member working group
- Appointed 5 Academic advisors - Centralised Model
- Focus on the Learner Case Management information
- Navigating student support

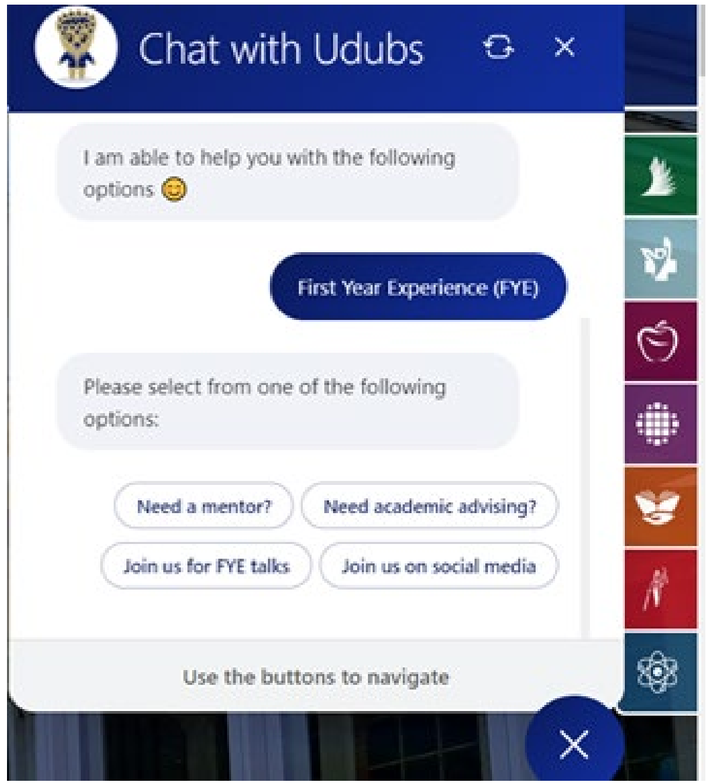




FYE/Mentoring Programme

- Students as partners – co-create with students on training & design of programme
- 2023 First-Year Orientation programme – 1752 first year students
- 1085 students in the First Year Transition programme
- Targeted support - focus on International students, Transfer students and Low APS
- Leverage social media & Chatbot

Social Media platform	Total followers	Accounts reached	Accounts engaged
Instagram	1410	4935	828
Facebook	1492	1487	1407
YouTube	35	n/a	n/a
Twitter	85	n/a	n/a
Insta increased enagement		(90.2% increase from the month February to March)	(90.3% increase from the month February to March)

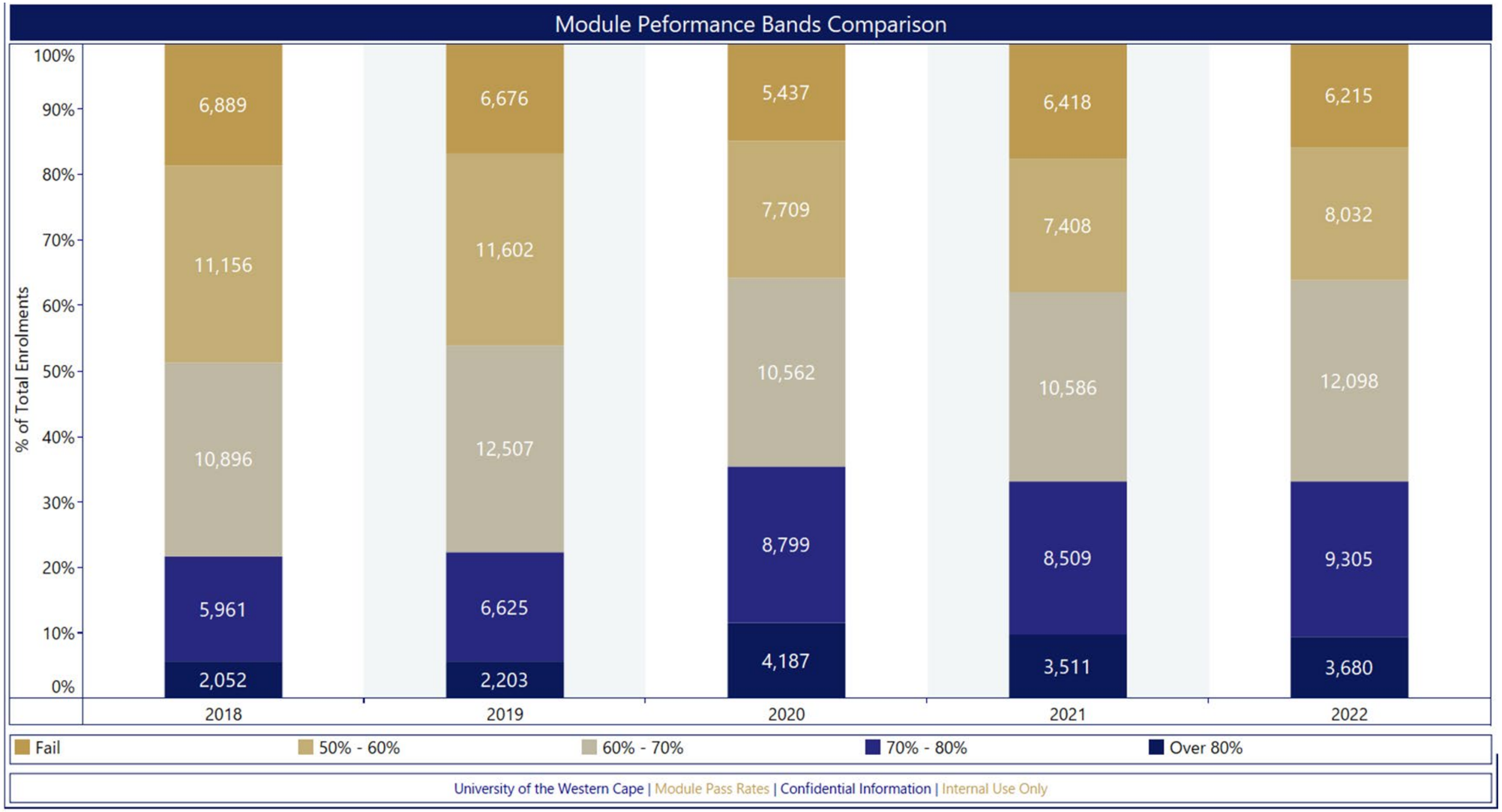


Psycho-Social Support

- Mental health programme offering therapeutic Services
  - group counselling interventions
  - psycho-educational workshops
  - mental health awareness talks and campaigns with students and staff: engagement with faculties & peer support services (Tutor & Mentors)
- Make Your Mark SYE – Support programme for senior students

Arts	257
Dentistry	19
EMS	305
Education	99
CHS	80
Law	177
Nat.Sciences	197
	1134

High Priority Modules: First Year



Data Analytics

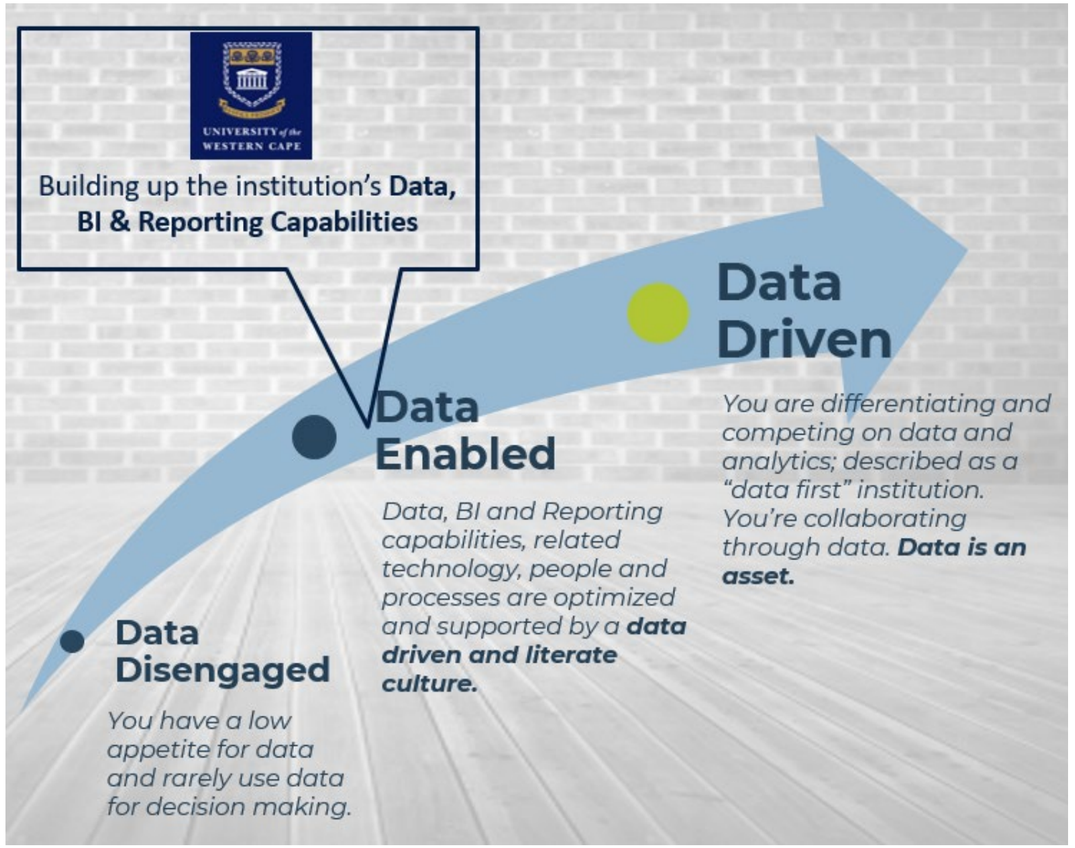
- Data Analytics Working Group - held a 3-day workshop
  - ✓ Reflect on the current state of data and reporting
  - ✓ Develop a data and reporting strategy
  - ✓ Developed a roadmap

- Continue to strengthen the use of data and analytics for decision-making, including increasing BI data capabilities (data and process).

- Develop a Data literacy Programme and offer Data Literacy Workshops (Short course – accredited)

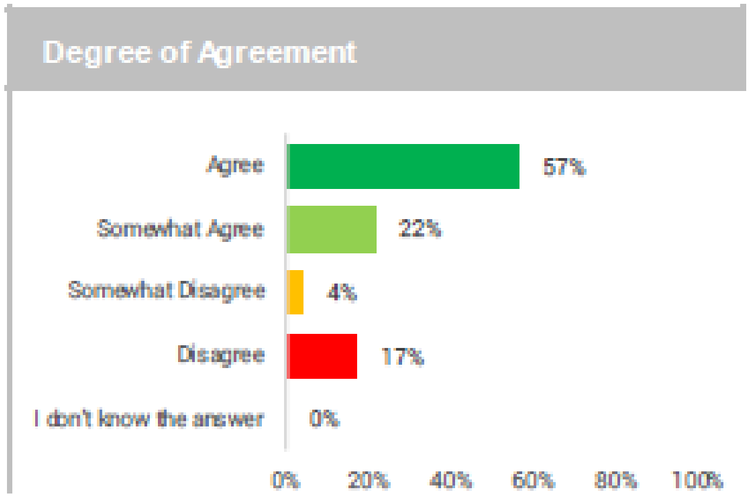
- Data Colloquium – Academic Week – August 2023

- Approval of the Ethical Use of Data Policy - ongoing



Report and Analytics Diagnostics Results

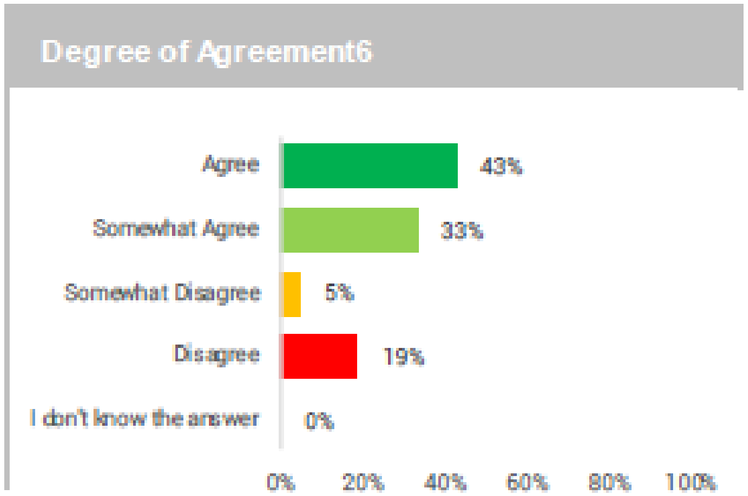
Data Literacy & Training
Do you have a good understanding of the meaning of all the data elements that you capture and/or manage?



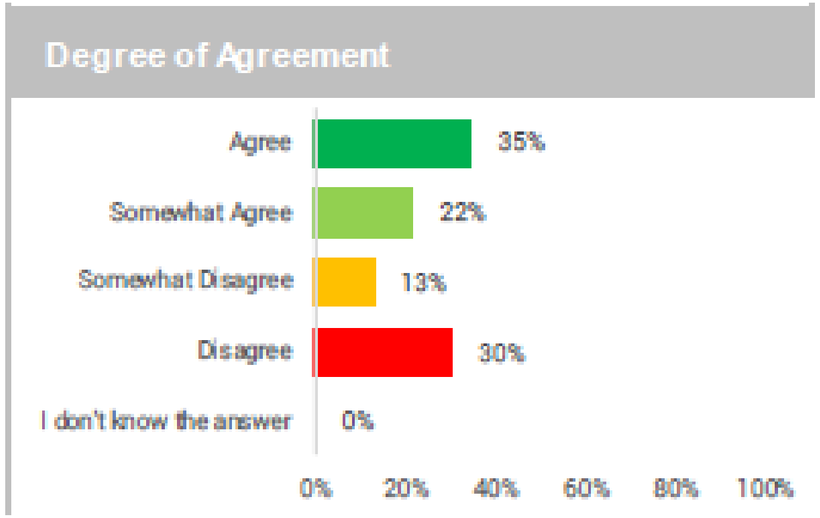
As part of the planning for the workshop, we sent out a survey to a sample of 70 staff– Executive Leadership, Student Success Committee members, the Data Analytics Working Group, Directors and managers.

Respondents: **53 staff**
Response Rate: **75%**

Data Literacy & Training
Commonly used terms are well defined, documented and are available for use via a standardized business data glossary or equivalent.



Data Literacy & Training
Do you feel you have received sufficient training in terms of the tools as well as on what data is available at the organization and how to access and use it?



Working Streams

1. Integrated Mental Health & Wellbeing
   - Used a baseline comprehensive mental health and wellbeing survey to assess students student help-seeking behaviour.
   - Policy (2020)

2. First Year Experience
   - Student peer partnerships: First Year Transition programme (FYTP) institution works with Students as Partners to address issues relating to first year transition, engagement and success.

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Engagement within Siyaphumelela

- WC Regional Node: UCT, **UWC** & CPUT
- Siyaphumelela Service Workshop

Research Contribution from Siyaphumelela Project

2022	Abiodun, O.P, Bota. L, Chitongo.R, Davids. M, Goldberg. B.A,, Jaftha. M, Johannes. C, Manie. N, & Pather. S. 2022. Peer Partnerships in a First Year Transition Programme during Covid-19: Unmasking Student Voices. 2022 Focus Conference, The Premier Teaching & Learning Conference, Mangosuthu University of Technology. Durban 17-19 August 2022.
2022	Abiodun, O.P, Bota. L, Chitongo.R, Davids. M, Goldberg. B.A,, Jaftha. M, Johannes. C, Manie. N, &Pather. S. 2022. Attributes of First Year Students who Pa rticipated in a Peer-Mentored Transition Programme during the COVID-19 Pandemic: Lessons Learned. *2022 Focus Conference, The Premier Teaching & Learning Conference*, Mangosuthu University of Technology. Durban 17-19 August 2022.
2022	Pather, S., Booi, E., Brown, V., Permal, L., Hassan, L., & Lawack, V. 2022. The Use of Disaggregated Data to Identify Opportunities, Gaps, and Barriers to First-Year Student Success. *Siyaphumelela Network 2022 Virtual Conference*, 21 - 24 June 2022.
2022	Oosthuizen, L.; Fontaine-Rainen, D.; Pather, S.; Khumalo, M.; & Taimo, N. 2022. What are we doing differently? Discovering what is possible out of the disruption of COVID-19. 7th Annual SANRC FYE Conference, 18-20 May 2022, President Hotel, Cape Town.
2021	Pather, S., Brown, V., Booi, E., Permal, L., Van Platzen, E. & Lawack, V. 2021. Collaborating across University Departments towards a holistic Approach to Student Success: Siyaphumelela Project. Siyaphumelela Network 2021 Virtual Conference, 22 (13:00) - 25 (12:00) June 2021.
2021	Davids, M., Goldberg, B., Hlanjwa,T., Jaftha, M., Johannes, C. Manie, N., Nsingi, J. M., Opperman, L. & Pather, S. 2021. Students-as-Partners in Enhancing First Year Student Success: Voices of the First Year Transition Officers. *Siyaphumelela Network 2021 Virtual Conference*, 22 – 25 June 2021.
2021	Fontaine-Rainen, D., Oosthuizen, L. & Pather, S. 2021. Workshop: The Year That Has Been: Thoughts, Insights, and Lessons Learned for the FYE. Presenters: Dr Danny Fontaine-Rainen (UCT), Ms Lauren Oosthuizen (UFS), and Dr Subethra Pather (UWC). South African National Resource Centre for the First-Year Experience and Students in Transition (SANRC) Conference, Online, 19 -21 May 2021.

Thank you

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